



To the Mayor and Members of the City Council

August 18, 2015

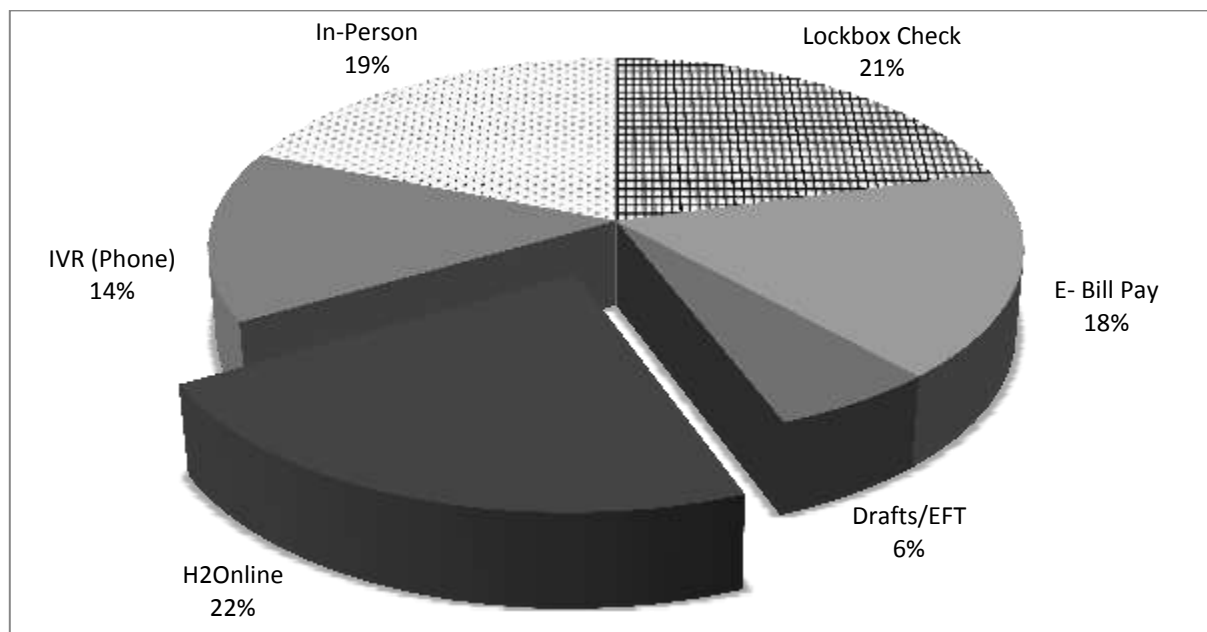
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SUBJECT: Online Bill Pay

The Water Department provides a number of options to its customers to make bill payments. New payment options have been added over the years as technologies became available, affordable and were adopted by the public. Payment options that have been introduced are as follows:

- 1989 Automatic bank draft
- 1998 Off-site satellite payment location in Southeast Fort Worth
- 2001 Second satellite payment location in North Fort Worth (closed 2015)
- **2002 H2Online website provides for online debit and credit card payments**
- 2003 Electronic bill pay for online bank payment services
- 2006 A pay-by-phone system for credit and debit cards plus e-checks by phone
- 2011 Third satellite payment location Southwest Fort Worth
- 2012 Fidelity Express bill payment services offered across Fort Worth
- **2013 Online e-check option and auto pay feature**

Currently, 60% of payments are received through some electronic means. Of the 2.7M payment transactions processed in 2014, 22% (597,457) were made using the H2Online system.



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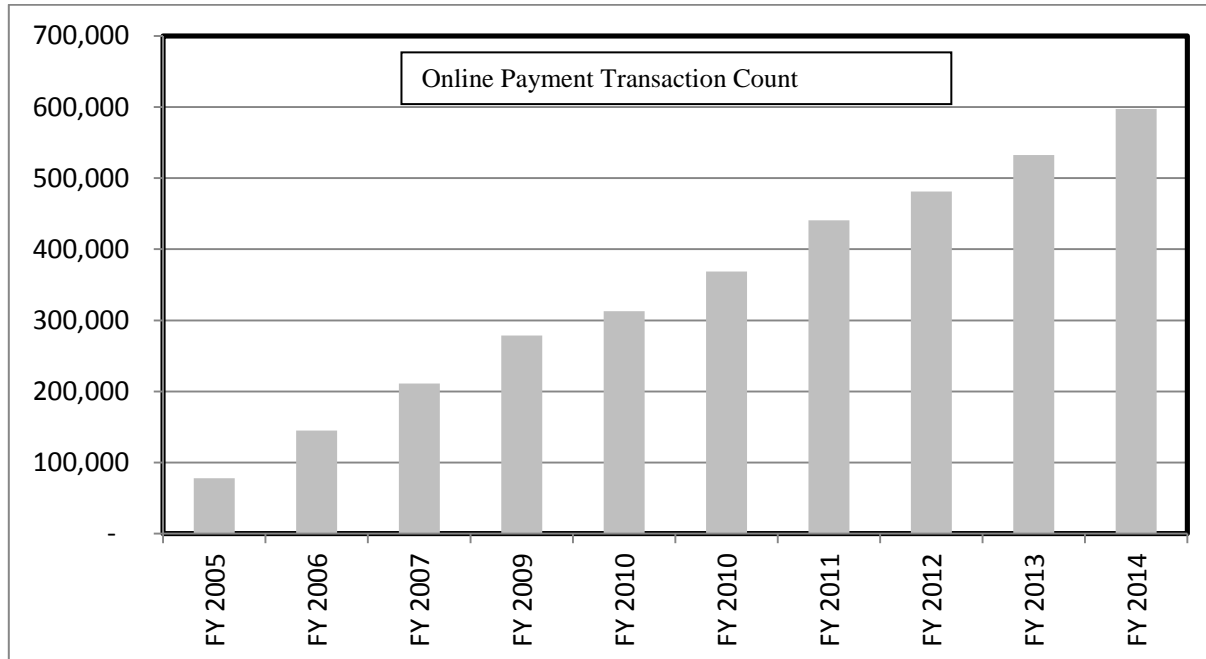
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As depicted below, use of the online system has increased steadily over the last decade.



To make a payment using the system, customers have the option of storing payment information in the account wallet or entering payment information for each transaction. Once an account is established, each payment requires 4-6 'clicks', depending on whether or not the form of payment has been saved in the customer's online wallet. Customers can also choose to set up auto-pay online. A depiction of the process for new payment sources without auto-pay is depicted below:

STEP 1 – Select Pay Bill

Account Number: 123-4568-90000
 Customer Name: Flo Waters
 Location Address: 908 Monroe, Fort Worth, TX
 Phone Number: 817-392-4477

Account Status: ACTIVE Payments are allowed
 Account Balance: \$10.00
 Account Paid Due: \$10.00
 Click Only: No

Your last bill was sent on 07/14/2015 in the amount of \$43.77 due on 08/14/2015. You can view your last bill by clicking [here](#). Your last payment was received on 07/22/2015 in the amount of \$43.77.

[Go Back](#)

STEP 2 – Select Payment Amount

Make Payment

Please enter the amount of your payment.

* = Required

Payment Amount: 2.00

[Continue](#) [Cancel](#)

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STEP 3 – Select Payment Method

STEP 4 - Add Payment Info

STEP 5 – Optional Donation

STEP 6 – Review and Submit

With almost 600,000 online payments a year and growing, online bill pay serves as a valuable payment option for our customers. Should you have any additional questions, please contact Carman, Water Director at 817-392-8207 or Kara Shuror, Assistant Water Director at 817-392-8819.

David Cooke
City Manager